

Member Frequently Asked Questions

Update regarding Action Behavior Centers (ABC) – Arizona Medicaid

Effective Date

March 1, 2026

What is happening with Action Behavior Centers (ABC)?

As of 3/1/2026 ABC will no longer be in network with UnitedHealthcare Community Plan (UHCCP) of Arizona.

Who is affected by these changes?

Members and families who are currently receiving Applied Behavior Analysis (ABA) services with ABC.

What if I want to stay with ABC?

If you elect to stay with ABC as your current ABA provider, please note:

- ABC will no longer be reimbursed for services after 3/1/2026.
- Providers cannot charge members for covered services except under extremely limited circumstances.

Are there any exceptions?

In some situations, you may be able to continue seeing ABC out-of-network for a short time (90 days). Call us to see if you qualify. Your provider will need to fill out a form to get authorization (approval).

What if I have primary insurance coverage can I retain ABC as an in-network provider?

Yes. Contact your primary insurance to confirm in-network status and coordinate benefits and services with ABC.

How can I find another provider?

You can find all in network providers at the following [Arizona Medicaid & D-SNP Plans | UnitedHealthcare Community Plan](#)

- Scroll down and select your health plan:
 - AHCCCS Complete Care, or
 - Developmental Disabilities Program
- Scroll down to the Member resources box and select the resource link
- Scroll down and click “Resources for members with autism spectrum disorder”
- Select “UHC Applied Behavior Analysis (ABA) Provider List” to see providers in your network

When can I expect to get an appointment with the new provider?

- Urgent need appointments should occur within 24 hours.
- Initial assessment completed within 7 days after the initial referral or request for behavioral health services
 - For non-urgent need appointments, members aged 18 years or older should have an appointment no later than 23 calendar days after the initial assessment.
 - For members under the age of 18 years old, no later than 21 days after the initial assessment.

What if I can't find an appointment in the timeframes listed above?

If you have difficulty transitioning to a new provider, UHCCP's care management team will facilitate a transition to an available ABA provider to ensure you continue to receive ABA services. Please contact us at 1-800-348-4058 and request an Arizona Care Manager be assigned for assistance.

What should providers do to prepare?

You should ask your current ABA treatment provider to refer you to another in network ABA provider before 3/1/2026. You may also refer yourself to another in network ABA provider or call our member services team at 1-800-348-4058, TTY 711 8 a.m-5 p.m. local time, Monday-Friday to have them assist you in transferring to a new ABA provider.

What if I need transportation to the new provider?

If you need transportation to any provider appointment, please call MTM's number at 1-888-889-0358, TTY 711.

What if I want to change health plans to stay with ABC?

You can call Member Services at 1-800-348-4058 and explain you want to change plans and the reason why. UHCCP will review the request and follow our existing plan change process. You will be notified if the request has been approved or denied. If the request is denied and you do not agree with the decision, you may file a State Fair Hearing. Information on how to file a State Fair Hearing will be included in the denial letter.

Who can I contact with questions?

If you have questions, please contact us at 1-800-348-4058.